

Library Operational Plan 2006-7

Introduction:

The Library at St George's developed a strategy to take it to 2007. This operational plan (2006-7) lays out specific objectives and tasks associated with the fulfilment of that strategy. It continues to build on the foundations laid out in the operational plan 2005-6. The objectives identified in that plan were largely achieved. In areas where they have not been fully achieved they have been re-stated as objectives for 2006-7. New structures and administrative procedures have influenced operational objectives for the coming year.

Context:

SGUL's mission:

To promote by excellence in teaching, clinical practice and research the prevention, treatment and understanding of disease

The Library aims to provide:

A quality service supporting excellence in teaching, learning, research and clinical practice, to a multidisciplinary user group in the medical and healthcare fields.

The Library serves the information needs of the staff and students of St. George's, University of London [SGUL], the Joint Faculty of Health and Social Care Sciences [FHSCS] and our partner NHS Trusts including local PCTs [NHS].

The Library aims to actively support teaching, learning, research, clinical practice and patient care by:

1. Providing a welcoming environment conducive to learning – both physical and virtual
2. Developing, managing and promoting new and traditional sources of information
3. Actively seeking to ascertain the information needs of users and potential users
4. Supporting the information needs of a diverse workforce and student population
5. Ensuring that users and potential users develop the necessary skills to turn information into knowledge
6. Developing services which are monitored and evaluated in conjunction with users and potential users, evolving as needs change
7. Recruiting high calibre staff and encouraging excellence through training and development
8. Monitor and evaluate services to ensure value for money

CATEGORY 1: Library Environment & Resources

OBJECTIVES	COMPLETION DATE:	AIM
Maximise library space and computer facilities	Ongoing	1
Facilitate access to resources	Ongoing	2
Exploit new technical developments	Ongoing	2
Investigate expansion of ebook provision	Spring 06	2

OBJECTIVE 1: Maximise Space
<p>Rationale: Reader complaints about lack of study space and computer facilities - ongoing.</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Rationalisation of print journals holdings to generate space • Raise awareness of space and computer facility issues at every opportunity
<p>Resources: Staff time Space</p>
OBJECTIVE 2: Facilitate Access To Resources
<p>Rationale: As the emphasis shifts from physical holdings to access to resources we need to ensure that expensive resources are as easy as possible to locate and use.</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Merge A-Z and print holdings lists (<i>Dec 06</i>) • Investigate Marc 21 conversion for Unicorn (<i>Spring 07</i>) • Organise Archives (monographs and slide collections) (<i>Spring 07</i>)
<p>Resources: Staff time</p>
OBJECTIVE 3: Exploit New Technical Developments
<p>Rationale: The electronic environment is constantly changing and we must make best use of all developments which will improve access to the resources and the services we offer.</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Monitor hardware and software developments • Implement new print management software • Monitor web 2.0 technology
<p>Resources: Financial</p>
OBJECTIVE 4: E book provision
<p>Rationale:</p>

As more content is made available Ebooks are an attractive option to ensure maximum resource provision and access to materials. The Library needs to investigate the best models of provision and consider value for money options.

Tasks:

- Talk to Ebook providers
- Review provision in other institutions

Resources:

Staff time

Financial once decision made

CATEGORY 2: Delivering services

OBJECTIVES	COMPLETION DATE:	AIM
Focus on the developing Virtual Learning Environments	Ongoing	6
Review services to the NHS	Ongoing	2,3&4
Focus on appropriate and targeted training	Ongoing	5
Effectively promote & develop all Library services, especially those delivered remotely	Ongoing	2

OBJECTIVE 1 Virtual Learning Environment
<p>Rationale: FHSCS has used Blackboard for many years and we have some expertise with this VLE. Moodle was launched for the cohort of Oct. 2005 CFP students as well as being used for GEP students. It will be developed within SGUL to deliver more learning programmes. This is an opportunity for the Library to support VLE use and to exploit this medium for service delivery.</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Support academic staff wishing to use the VLE • Support student use of VLE • Add Library materials and information to the VLE
<p>Resources: Training for Library staff Better access to VLE (ie permissions to add materials etc)</p>
OBJECTIVE 2 Review services to the NHS
<p>Rationale: Changes in SHA organisation and structure have changed the shape of NHS Library services. We need to identify new market and address new and changing information needs.</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Monitor and promote CARES (November 2007) • Implement targeted Current Awareness Service for staff (Winter 2006) • Develop specific targeted training for NHS staff (January 2007) • Create resource lists for target groups of low users (Spring 2007)
<p>Resources: Staff time Publicity materials Purchase of materials in various formats</p>

OBJECTIVE 3 Appropriate targeted training

Rationale:

Low up take of generic training suggests that our sessions need to be more focussed and targeted. Much training is embedded in academic curricula.

Tasks:

- ECDL Pilot for students (Autumn 2006)
- ECDL Advanced (Summer 2007)
- New FHSCS Training programme (Autumn 2006)
- Extended training for low use SGUL disciplines (Autumn 2006)
- NHS specific sessions (January 2007)

Resources:

Staff time

Training materials

OBJECTIVE 4 Promoting & Developing Library Services

Rationale:

With increased remote access to electronic resources the challenge of marketing new and existing services is greater than ever. Innovative and creative ways of raising awareness need to be developed. Streamlining of traditional services makes most effective use of staff time and skills

Tasks:

- Write a marketing strategy with focus on NHS (January 2007)
- Promote self service is as many routine procedures as possible.
- Develop electronic ILL delivery
- Introduce new Java Client to streamline desk procedures

Resources:

Time

Finance for new publications and marketing materials

CATEGORY 3: Developing partnerships

OBJECTIVES	COMPLETION DATE:	AIM
Become involved in the NHS agenda concerned with Patient Choice	Spring 07	3
Widening Participation	Spring 07	4
Monitor common Learning Environment project (part of tripartite alliance)	Ongoing	1

OBJECTIVE 1 Patient Choice
<p>Rationale: The focus of the NHS is Patient Choice. We could have a role supporting this agenda through links with public libraries and patient information providers</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Meet with Wandsworth Public Library staff (<i>Dec 06</i>) • Work more closely with Trust based patient information groups (<i>Winter 06</i>)
<p>Resources: Time Finance for any collaborative initiatives</p>
OBJECTIVE 2 Widening Participation
<p>Rationale: High on the government's agenda is widening participation to ensure wide access to facilities and resources.</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Train staff in use of assistive technology • Promote services to "non-traditional" users
<p>Resources: Time</p>
OBJECTIVE 3: Common Learning Environment
<p>Rationale: As part of Tripartite Alliance discussion underway regarding a common learning environment. We need to be aware of these discussions and participate where possible and appropriate.</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Attend and contribute to relevant meetings
<p>Resources: Staff time</p>

CATEGORY 4: Human Resources

OBJECTIVES	COMPLETION DATE:	AIM
Establish and monitor a formal training budget	Autumn 06	7
Hera regradings and promotions	Summer 07	7

OBJECTIVE 1 Training Budget
Rationale: Until now there has been no formal training budget. The establishment of this budget would allow closer monitoring of expenditure and a more equitable distribution of training opportunities.
Tasks: <ul style="list-style-type: none">• Set up budget• Create spreadsheets to monitor expenditure
Resources:
OBJECTIVE 2 HERA Regrading
Rationale: The HERA job evaluation process was completed in Spring 2006. There are a number of posts which need to be reviewed in order that their grade in the new structure is appropriate.
Tasks: <ul style="list-style-type: none">• Review job descriptions of relevant posts• Complete new Hera forms for relevant posts
Resources: Time

CATEGORY 5: Quality and Monitoring

OBJECTIVES	COMPLETION DATE:	AIM
Implementation of LIBQUAL+	November 2006	3 & 6
Investigate means of gathering qualitative as well as quantitative data	December 2006	3
Review all aspects of Quality Management	Spring 2007	6
Evaluate use of E resources		6&8
Implement a peer observation programme	January 07	6&7

OBJECTIVE 1 LIBQUAL+
<p>Rationale: LIBQUAL+ is a web based user survey developed in the US to enable libraries to obtain users' opinions about the library. We are joining a consortium of UK HE libraries to implement this survey which will give us not only information about our own services but allow comparisons to be made with other HEI's library services</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Implement survey (November 2006) • Publicise results (January 2007)
<p>Resources: Time Financial Training</p>
OBJECTIVE 2 Qualitative data gathering
<p>Rationale: The library routinely collects a great deal of data which gives a retrospective picture of the use made of stock and services and does not always tell us what "value" our users place on them. Use of alternative means of gathering data such as focus groups and feedback forms (paper and web based) need to be further investigated.</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Set up targeted focus groups and analyse data (<i>Jan 07</i>) • Design and analyse on line feedback forms / surveys (<i>Spring 07</i>) • Respond to survey outcomes where feasible by changing services if possible (<i>Summer 07</i>)
<p>Resources: Time Training</p>
OBJECTIVE 3 Quality Management
<p>Rationale: The emphasis should be on quality of services. We need a strategy and objective measures to ensure this quality</p>
<p>Tasks:</p> <ul style="list-style-type: none"> • Write quality management strategy (<i>Spring 07</i>)

Resources:

time

OBJECTIVE 4 Evaluate E Resource Use**Rationale:**

Electronic resources are expensive and in order to ensure that we are giving value for money their use should be regularly evaluated.

Tasks:

- Conduct statistical analysis of data received from e resource providers

Resources:

Time

Skills

CATEGORY 6: Financial Resources

OBJECTIVES	COMPLETION DATE:	AIM
Efficient use of Sage	Ongoing	8
Developing library budget in line with SGUL Corporate Planning	Ongoing	8
Ensuring future funding for services to NHS users	March 2007	

OBJECTIVE 1 SAGE
<p>Rationale: Continue implementation of the new SGUL finance system</p>
<p>Tasks: Complete the transition between the old locally held finance records and the new with a view to phasing out completely by the end of the 2006/7 academic year</p>
OBJECTIVE 2 New Budget Procedures
<p>Rationale: Establish a procedure to enable robust financial planning to feed into the Student and Academic Services Directorate budget planning system at the appropriate time</p>
<p>Tasks: Ensure all possible future expenditures including spending on replacement equipment and furniture are taken into account to arrive at realistic figures</p>
OBJECTIVE 3 NHS Funding
<p>Rationale: Funding information resources for delivering services to NHS users in the light of SHA reorganisation</p>
<p>Tasks: Determining the route for funding requests whether it be a single body or individual Trusts and to develop SLAs</p>